

News and Views

The Newsletter of the Tennessee Public Library Management Institute

Volume 8, Issue 4

Thursday, May 27, 2004

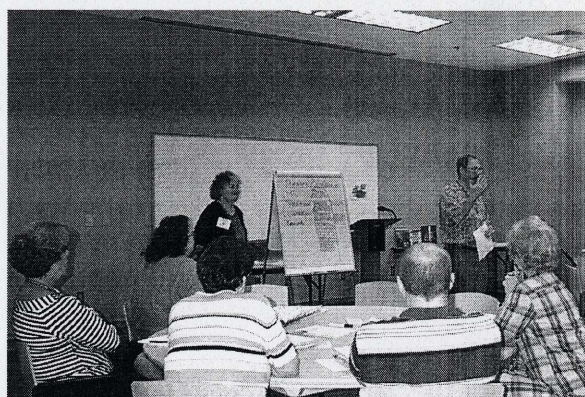


Former and Current Institooters sharing stories

A Special Treat

Tuesday evening, the Institooters got a special treat – to mix and mingle with some former Public Library Management Institute graduates! Institooters from the Classes of 1997 and 2000 were in town to attend a re-certification workshop at the Clarksville Public Library. After their day's events were completed, the former Institooters were given a reception to welcome them back to the PLMI campus at Austin Peay. This gave the current Institooters a chance to

visit with the graduates and share photos, memories and receive advice for the next stage in receiving their Public Library Management Certification. All of the Institooters had a great time!



Sharon and Dan Wiseman discuss managing change

Managing Change

On Wednesday, the Institooters enthusiastically welcomed back Sharon Wiseman to the Public Library Management Institute. This year, Sharon's husband Dan was also on hand to instruct the Institooters about managing change.

During the morning session, Institooters listed things that are likely to change in their environment. They mentioned changes in hair color, physical aches and pains brought on by age, and attitudes! Professionally, their core values for library service can change. Memberships in community service groups, such as the Rotary or Chamber of Commerce, bring new respect to many Institooters, and they change because of new educational opportunities.

INSIDE THIS ISSUE

- 1** A Special Treat; Managing Change
- 2** More Managing Change
- 3** More Managing Change; List of Resources; Helpful Sites on GASB 34-A Review; Quotable Quotes

The Institooters listed technology as one of the key areas of change occurring inside the library. They also listed new demands made by diverse patrons who expect more or different services from the library.

The Institooters felt that budget, salaries, and some of the pre-conceived notions about librarians (for example, all they do is read books all day) are areas normally less likely to change soon.

Dan Wiseman explained the five "Key Life Forces for Change" as defined by Margaret Wheatley: 1) To create a self-identity 2) To preserve oneself 3) To form systems and relations 4) To discover newness and be creative 5) To have meaning, growth and a sense of contribution. These forces cause change in numerous ways and in varying degrees over time.

Sharon Wiseman then led the Institooters in a discussion of the types of endings and beginnings that can occur in a library. The Institooters mentioned "endings" that included: a fiscal year end, a board member's resignation, and changing from a traditional card catalog to an automated system. "Beginnings" seen in the library included: new young adult programs, computer filtering, implementing the Patriot Act and adding a new elevator to the library!

Mrs. Wiseman focused on the transition periods from the ending of one service or event and the beginning of another. It is important to remember that in the "transition zone", one cannot expect to have the same situations or feelings in a new area or space as was seen in the old one. Mrs. Wiseman stressed the need to find the "rhythm" of a place and to adjust to match that rhythm during a transition. The Institooters ended the discussion with two or three examples of how they dealt with some tough transitions and provided helpful hints to one another about some current transitions they are experiencing.

The afternoon discussion began with a review of the Myers-Briggs Type Indicators that the Institooters learned about in year one of the Public Library Management Institute. The Institooters were separated into their MBTI groups and were instructed to find interesting ways of defining how they handle change.



The Singing ST Personality Types

This entertaining activity showcased different approaches to change as evidenced by 1) James and his Humming Sensible Feelers (SF's) 2) Dave, the Designated Hummer 3) The clock, finish line, calendar and alien of the NF's and 4) An ST Rap Group. You had to be there.

Later in the day, the Institooters discussed effective organization design. According to Dan Wiseman, organizations are "designed" to get the results they get (good and bad). Thus, it is important to make sure to pay attention to strategy, structure, process, rewards and people when designing a library's organization.

Other topics for the day included the criteria for productive and motivational work:

- 1) Appropriate amounts of freedom and controls on your work
- 2) Challenging work that allows for learning and development
- 3) Appropriate and timely feedback on work
- 4) Optimal amounts of work variety and a satisfying rhythm/pace
- 5) Having social

Continued on page 3

support and collaboration from fellow employees 6) Doing work that is useful to society 7) Being able to see the connections between work and the organization's final products, customers and markets 8) Opportunities for advancement and satisfying career options. The last four criteria are considered to be optimal for productivity and work.

It was another full day for the Institooters with a vast amount of great information to use to make improvements in their libraries when they return home.

List of Resources

Here is an abbreviated list of the resources provided by the Wisemans on managing change:

From Good to Great by James Collins

Transitions: Making Sense of Life's Changes by William Bridges

Turning to One Another by Margaret Wheatley

Helpful Sites About GASB 34 – A Review

Here is a short list of helpful sites about GASB 34:

GASB website

www.gasb.gov

Additional Information on GASB

www.osa.state.mn.us

Calculating Depreciation

<https://ird.govt.nz>

How to Value Assets

<http://woodrow.mpls.frb.fed.us/research/data/us/calc/>

Quotable Quotes

Throughout the week of the Public Library Management Institute, the "Institooters" and guests have several opportunities to voice their opinions and feelings about various things. Here are some "Quotable Quotes":

We moved and did not tell the patrons where we were going.

- Virginia Borrelli

After seeing his wife cry about his chemotherapy . . . 'It's a case of Chemo-Sobby – I get the Chemo and she gets the Sobby!'

- Dan Wiseman

We (SF's) don't like to be taken advantage of . . . Is that the wrong thing to say in a room full of women?

- James Houston

I'm the 'Designated Hummer'.

- David Fulkerson (NF)

We (SF's) are not that entertaining, but we get the job done!

- Brenda Pirtle

You are the library.

- Dan Wiseman